

IMPORTANT NOTICE

Georgia Underwriting Association
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PRIVACY POLICY OF THE GEORGIA UNDERWRITING ASSOCIATION

How We Use and Protect Policyholder Personal Information

We Hope This Notice Will Help Answer This Question

June 1, 2001

The Georgia Underwriting Association shares policyholder concerns about privacy. We understand policyholders want to know how we treat the personal information that we obtain from them or other sources in the course of providing insurance coverage. Policyholders may like to know:

- What do we do with the personal information we have about them?
- What kind of personal information do we have, and where did we get it?
- How do we protect that information?
- How can policyholders find out what information we have about them?

What do we do with the personal information we have collected about policyholders?

The GUA does not disclose any of our policyholders' personal information to companies or organizations not affiliated with us that would use the information we have provided them to contact them about their own products and services.

A policyholder's agent may use policyholder personal information in his or her files for marketing purposes or to help with a person's overall insurance program.

We may also use policyholder personal information as provided by law and without prior permission, to provide personal information about policyholders contained in our records or files to persons or organizations such as:

- Persons who perform a business function for GUA,
- Policyholder's agent or broker,
- Insurance support organizations,
- Other insurance companies in order to perform their role in an insurance transaction involving the policyholder,
- Independent claim adjusters,
- Businesses that conduct actuarial or research studies,
- Regulatory or law-enforcement authorities,
- Affiliated companies to GUA,
- Persons requesting information pursuant to subpoena or court order, and
- Contractors, which a policyholder has selected to provide repair services on a claim.

What kind of personal information do we have and where did we get it?

Much of the personal information that we have about a policyholder comes directly from the person. The policyholder disclosed much of this information to us on the application or previous claim requests. We may contact policyholders by telephone or mail for additional information. We also keep information about the types of products and services policyholders purchase from us, as well as account balances and payment history. Depending on the nature of the transaction policyholders are completing with us, the policyholder may be required to provide the GUA, insurance agents or other entities working on GUA's

behalf with information. That information may include, for example, a policyholder's name, mailing address, phone number, location of insured property, whether the property will be occupied by the policyholder or whether it will be used as rental property, the estimated cash value to the property, details about the construction of the property, name and address of the mortgagee, present or prior insurer that insured the property, information on whether the property is located in a flood zone and policy information regarding flood insurance that has been issued through the National Flood Insurance Program.

How do we protect policyholder personal information?

When we share personal information with companies working on GUA's behalf, we protect that personal information where required by law with a confidentiality agreement that obligates those companies to conform to our standards and keep confidential any information about policyholders that we give them. Finally, should a policyholder terminate coverage with the GUA, personal information will remain protected in accordance with our privacy practices as outlined in this important notice.

How can a policyholder find out what information we have about the person?

The policyholder may request to obtain from us by mail, the personal information about the policyholder in our records.

If a policyholder prefers that we not share personal information about the person with companies and organizations outside GUA (except information described below under "Other Information Sharing"), the policyholder may opt-out; that is, the person may direct us not to share this information by writing the GUA office.

OTHER INFORMATION SHARING

We may also share personal information about policyholders with companies or other organizations outside GUA as required by or permitted by law. For example, we may share personal information to:

- Process an insured's GUA insurance policy;
- Process claims under an insured's GUA insurance policy;
- Provide information to insurance rate advisory organizations;
- Protect against fraud;
- Respond to a subpoena; or
- Otherwise service a person's policy.

GUA may work with companies or organizations outside of GUA to affect, administer or enforce the provisions of a person's policy. Consequently, we may disclose any of the personal information that we have collected about policyholders to those entities necessary to carry out these provisions. For the protection of policyholders, we require that these companies keep all personal information secure and confidential.

Persons who have any questions about this policy or would like more information, please contact your local agent or the GUA office.

Notification of this Privacy Policy will be sent to each new policyholder with the issue of their original policy form and sent yearly with the renewal of existing insurance coverage.